## **California Public Utilities Commission** Service Quality Standards Reporting General Order No. 133-D

Company Name:	Consolidated Communications	U#:	U-1015-C	Report Year:
Reporting Unit Type:	☑ Total Company ☐ Exchange ☐ Wire Center	Reporting Unit	Name:	Total Company - Consolidated Communications

Date filed (05/15/2020)  Measurement (Compile monthly, file quarterly)  Date filed (05/15/2020)  1st Quarter					Date filed (08/15/2020) 2nd Quarter		(11/2020)  3rd Quarter				
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
		Total # of business days	Jan	reb	IVIAI	Арі	iviay	Juli	Jui	Aug	Зері
Installation Interva		Total # of service orders									
Min. standard = 5 b	us. days	Avg. # of business days									
		Total # of installation commitments									
Installation Comm	itment	Total # of installation commitment met									
Min. standard = 95%		Total # of installation commitment missed									
		% of commitment met									
Customers		Acct # for voice or bundle, res+bus	14.237	12.506	12,369	13,751	13.570	14.512	11.893	11.803	11.698
Customer Trouble	Report	7.000 % 10. Folioo of bullulo, 100 Fbuo	14,237	12,300	12,307	13,731	13,370	14,512	11,073	11,003	11,070
		Total # of working lines	21.002	18,601	18,422	20,283	20.003	22.043	17.742	17,639	17,481
	6% (6 per 100 working lines for	Total # of trouble reports	240	158	232	244	290	180	268	261	287
-	units w/ ≥ 3,000 lines)	% of trouble reports	1.14%	0.85%	1.26%	1.20%	1.45%	0.82%	1.51%	1.48%	1.64%
ga		Total # of working lines	1.14/0	0.8370	1.2070	1.2070	1.4370	0.8270	1.5170	1.40/0	1.0470
Standard	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	_								
		% of trouble reports									
M in			_								
2	10% (10 per 100 working lines for	Total # of working lines									
	units w/ ≤ 1,000 lines)	Total # of trouble reports									
	, ,	% of trouble reports									
		Total # of outage report tickets	0	0	1	1	5	2	3	6	2
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	3	0	0	2	1
Out of Service Rep		% of repair tickets restored ≤ 24 Hours	#DIV/0!	#DIV/0!	100%	0%	100%	0%	0%	33%	100%
Min. standard = 90%	% within 24 hrs	Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	12:52:40	0:00:00		0:00:00	0:00:00	78:58:12	0:00:00
		Avg. outage duration (hh:mm)	#DIV/0!	#DIV/0!	12:52:40	0:00:00		0:00:00	0:00:00	13:09:42	
		Total # of outage report tickets	21	4	12	10	19	13	14	15	23
Unadjusted		Total # of repair tickets restored in ≤ 24hrs	10	8	6	4	6	2	2	3	7
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	47.6%	200.0%	50.0%	40.0%	31.6%	15.4%	14.3%	20.0%	30.4%
		Sum of the duration of all outages (hh:mm)	737:51:13	1556:25:10	612:48:21	648:44:59	1224:44:34	856:36:54	1206:44:33	2331:32:37	1483:06:59
		Avg. outage duration (hh:mm)	35:08:09	389:06:17	51:04:02	64:52:30	64:27:37	65:53:36	86:11:45	155:26:10	64:29:00
Refunds		Number of customers who received refunds	0	0	0	0	0	0	0	0	0
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	ble Reports, Billing & Non-Billing)									_	
Min. standard = 80%	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing	14,731	12,236	16,785	17,428	17,701	19,120	24,731	20,087	17,243
live agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent	850,195	331,119	4,816,455	7,779,259	7,779,259	12,245,707	20,477,521	14,461,625	9,993,536
		%≤60 seconds	77.6%	87.2%	45.4%	40.0%	27.5%	26.2%	15.5%	18.7%	25.2%

Primary Utility Contact Information

Name: Julie Poon	Phone: 916-786-1034	Email: julie.poon@consolidated.cor

Date Adopted: 7/28/09

Date Revised: 12/08/09 (Corrects typographical errors)

Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)

Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

## **California Public Utilities Commission** Service Quality Standards Reporting General Order No. 133-D

Company Name:	Consolidated Communications	U#:	U-1015-C	Report Year:
Reporting Unit Type:	☐ Total Company ☐ Exchange ☑ Wire Center	Reporting Unit Na	ame:	Citrus Heights - 72G

Measurement (Compile r  days  ent  mmitment met	Total # of business days Total # of service orders Avg. # of business days	Jan	(05/15/2020) 1st Quarter Feb	Mar	Apr	(08/15/2020) 2nd Quarter May			(11/202 3rd Quar	rter
ent	Total # of service orders Avg. # of business days	Jan	Feb	Mar	Apr	May				
ent	Total # of service orders Avg. # of business days					iviay	Jun	Jul	Aug	Sept
ent	Avg. # of business days			<u> </u>						
ent				1					I	
	T 1 1 0 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			į į	,				ı	
	Total # of installation commitments									
ommitment met	Total # of installation commitment met			l l					I	
	Total # of installation commitment missed			į į	,				ı	
	% of commitment met			1	1					
	Acct # for voice or bundle, res+bus	4,573	3,938	3,888	3,840	3,805	3,779	3,734	3,697	3,659
port										.,
	Total # of working lines	5,946	5,175	5,116	5,056	5,013	4,982	4,921	4,881	4,832
6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of trouble reports	109	53	60	60	81	58	59	71	89
	% of trouble reports	1.83%	1.02%	1.17%	1.19%	1.62%	1.16%	1.20%	1.45%	1.84%
	Total # of working lines									
	Total # of trouble reports			1					I	
	% of trouble reports			l l	1				I	
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines									
	Total # of trouble reports				İ		ļ			
	% of trouble reports			1					I	
	Total # of outage report tickets	0	0	1	1	2	2	3	4	0
	Total # of repair tickets restored in ≤ 24hrs	0	0	1	0	0	0	0	0	0
t	% of repair tickets restored ≤ 24 Hours	100%	#DIV/0!	100%	0%	100%	100%	0%	0%	100%
ithin 24 hrs	Sum of the duration of all outages (hh:mm)	0:00:00	0:00:00	12:52:40	0:00:00	28:02:55	0:00:00	0:00:00	46:06:15	0:00:00
	Avg. outage duration (hh:mm)	#DIV/0!	0:00:00	12:52:40	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00	0:00:00
	Total # of outage report tickets	16	3	4	8	7	3	4	5	8
	Total # of repair tickets restored in ≤ 24hrs	6	5	2	2	1	0	1	1	2
t	% of repair tickets restored ≤ 24 Hours	37.5%	166.7%	50%	25%	14%	0%	25%	20%	25%
	Sum of the duration of all outages (hh:mm)	608:10:48	385:51:10	227:02:43	437:20:49	770:37:15	175:51:23	314:23:17	1284:21:14	572:05:40
	Avg. outage duration (hh:mm)	38:00:40	128:37:03	56:45:41	54:40:06	110:05:19	58:37:08	78:35:49	256:52:15	71:30:42
	Number of customers who received refunds	4	1	0	·			0	0	0
	Monthly amount of refunds	\$ (48.68)	\$ (26.28)	\$ -	·			\$ -	\$ -	\$
Reports, Billing & Non-Billing)										
	Total # of calls for TR, Billing & Non-Billing Total # of call seconds to reach live agent	*NOTE: Answer Time is not available at switch level		*NOTE: Answer Time is not available at switch level			*NOTE: Answer Time is not available at switch level			
t		Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) Total # of outage report tickets Total # of repair tickets restored in ≤ 24hrs % of repair tickets restored in ≤ 24hrs % of repair tickets restored ≤ 24 Hours Sum of the duration of all outages (hh:mm) Avg. outage duration (hh:mm) Number of customers who received refunds Monthly amount of refunds ports, Billing & Non-Billing) Ills ≤ 60 seconds to reach Total # of calls for TR, Billing & Non-Billing	Total # of repair tickets restored in ≤ 24hrs 0 % of repair tickets restored ≤ 24 Hours 100% Sum of the duration of all outages (hh:mm) 0:00:00 Avg. outage duration (hh:mm) #DIV/0! Total # of outage report tickets 16 Total # of repair tickets restored in ≤ 24hrs 6 % of repair tickets restored ≤ 24 Hours 37.5% Sum of the duration of all outages (hh:mm) 608:10:48 Avg. outage duration (hh:mm) 38:00:40 Number of customers who received refunds 4 Monthly amount of refunds \$ (48.68)  ports, Billing & Non-Billing) Ills ≤ 60 seconds to reach Total # of calls for TR, Billing & Non-Billing	Total # of repair tickets restored in ≤ 24hrs 0 0 0.  No of repair tickets restored ≤ 24 Hours 100% #DIV/0!  Sum of the duration of all outages (hh:mm) 0:00:00 0:00:00  Avg. outage duration (hh:mm) #DIV/0! 0:00:00  Total # of outage report tickets 16 3  Total # of repair tickets restored in ≤ 24hrs 6 5  % of repair tickets restored ≤ 24 Hours 37.5% 166.7%  Sum of the duration of all outages (hh:mm) 608:10:48 385:51:10  Avg. outage duration (hh:mm) 38:00:40 128:37:03  Number of customers who received refunds 4 1  Monthly amount of refunds \$ (48.68) \$ (26.28)  ports, Billing & Non-Billing)  tlls ≤ 60 seconds to reach	Total # of repair tickets restored in ≤ 24hrs 0 0 0 1 % of repair tickets restored ≤ 24 Hours 100% #DIV/0! 100% Sum of the duration of all outages (hh:mm) 0:00:00 0:00:00 0:00:00 Avg. outage duration (h:h:mm) #DIV/0! 0:00:00 12:52:40  Avg. outage duration (h:h:mm) #DIV/0! 0:00:00 12:52:40  Total # of repair tickets restored in ≤ 24hrs 6 5 2 % of repair tickets restored in ≤ 24hrs 6 5 2 % of repair tickets restored in ≤ 24hrs 6 5 5 2 % of repair tickets restored in ≤ 24hrs 6 5 5 2 % of repair tickets restored in ≤ 24hrs 6 5 5 2 % of repair tickets restored in ≤ 24hrs 6 5 5 2 % of repair tickets restored in ≤ 24hrs 6 5 5 2 % of repair tickets restored in ≤ 24hrs 6 5 5 2 % of repair tickets restored in ≤ 24hrs 6 5 5 2 % of repair tickets restored in ≤ 24hrs 6 5 5 2 % of repair tickets restored in ≤ 24hrs 6 16 3 4 4 1 227:02:43 Avg. outage duration of all outages (hh:mm) 38:00:40 12:8:37:03 56:45:41 Number of customers who received refunds 4 1 0 0 Monthly amount of refunds \$ (48.68) \$ (26.28) \$ - ports, Billing & Non-Billing) tills ≤ 60 seconds to reach	Total # of repair tickets restored in ≤ 24hrs 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total # of repair tickets restored in ≤ 24hrs 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total # of repair tickets restored in ≤ 24hrs	Total # of repair tickets restored in ≤ 24hrs 0 0 0 1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0	Total # of repair tickets restored in ≤ 24hrs 0 0 0 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0

**Primary Utility Contact Information** 

Name: Julie Poon	Phone: 916-786-1034	Email: julie.poon@consolidated.com

Date Adopted: 7/28/09
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Date Revised: 09/15/15 (Added new rows to reflect requirements of G.O. 133-D)

## California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Consolidated Communications	U#:	U-1015-C	Report Year:
Reporting Unit Type:	☐ Total Company ☐ Exchange ☑ Wire Center	Reporting Unit Na	ame:	Roseville - 78G

rksheet in Nov)

	Measurement (Compile I	nonthly, file quarterly)		Date filed (05/15/2020) 1st Quarter		Date filed (08/15/2020) 2nd Quarter			Date filed (11/2020) 3rd Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Total # of business days						-					
nstallation Interva		Total # of service orders									
/lin. standard = 5 b	us. days	Avg. # of business days									
		Total # of installation commitments									
nstallation Commi	itment	Total # of installation commitment met									
/lin. standard = 959	% commitment met	Total # of installation commitment missed									
		% of commitment met									
Customers		Acct # for voice or bundle, res+bus	9,664	8,567	8,481	8,396	8,396	8,396	8,396	8,396	8,396
Customer Trouble	Report										
		Total # of working lines	15,056	13,426	13,305	13,173	13,074	13,074	13,173	13,173	13,173
	6% (6 per 100 working lines for	Total # of trouble reports	131	105	172	184	209	122	209	190	198
핕	units w/ ≥ 3,000 lines)	% of trouble reports	0.87%	0.78%	1.29%	1.40%	1.60%	0.93%	1.59%	1.44%	1.50%
Standard	8% (8 per 100 working lines for	Total # of working lines									
Ē	units w/ 1,001 - 2,999 lines)	Total # of trouble reports									
		% of trouble reports									
M ë	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines									
		Total # of trouble reports									
	101 units W/ 2 1,000 inics)	% of trouble reports									
		Total # of outage report tickets	0	0	0	0	3	0	0	2	2
Adjusted		Total # of repair tickets restored in ≤ 24hrs	0	0	0	0	3	0	0	2	1
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	100%	100%	100%	100%	100%	#DIV/0!	100%	100%	100%
/lin. standard = 909	% within 24 hrs	Sum of the duration of all outages (hh:mm)	0:00:00					0:00:00		32:51:57	
		Avg. outage duration (hh:mm)	#DIV/0!					#DIV/0!		16:25:58	
		Total # of outage report tickets	5	1	8	2	12	10	10	10	15
Inadjusted		Total # of repair tickets restored in ≤ 24hrs	4	. 3	4	2	5	2	1	2	5
Out of Service Rep	port	% of repair tickets restored ≤ 24 Hours	80.0%	300.0%	50.0%	100%	42%	20%	10.0%	20.0%	33.3%
		Sum of the duration of all outages (hh:mm)	129:40:25		385:45:38	211:24:10	454:07:19	680:45:31	892:21:16		911:01:19
		Avg. outage duration (hh:mm)	25:56:05	1170:34:00	48:13:12	105:42:05	37:50:37	68:04:33	89:14:08	104:43:08	60:44:05
Refunds		Number of customers who received refunds	0	0	0	0	•	0	0	0	0
		Monthly amount of refunds	\$ -	\$ -	\$ -	\$ -	•	\$ -	\$ -	\$ -	\$ -
	ble Reports, Billing & Non-Billing)										
	% of calls < 60 seconds to reach	Total # of calls for TR, Billing & Non-Billing			<u> </u>		<u> </u>	<u> </u>			
ve agent (w/a men	u option to reach live agent).	Total # of call seconds to reach live agent	1								
		%<60 seconds	*NOTE: Ans	wer Time is not available	at switch level	*NOTE: Ans	ver Time is not available	at switch level	*NOTE: Answer	Time is not availa	ble at switch level

**Primary Utility Contact Information** 

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